DECLARATION OF MICHAEL CLANCY AND JOHN BERARD

1. My name is Michael Clancy. I am Director – ILEC Relations for Covad Communications Company (Covad). In that capacity, I am responsible for negotiating, implementing, and troubleshooting our business relationship with Verizon. Specifically, I handle business interactions between Covad and the wholesale operation of Verizon for Covad's loop and linesharing ordering and repair and maintenance issues. Prior to joining Covad, I was with Verizon and its predecessor companies, including NYNEX and New York Telephone, for over two decades in various operational, engineering and management capacities.

2. I have been negotiating linesharing implementation with Verizon since November 1999, when the FCC adopted linesharing as a UNE. I have participated in the New York DSL Collaborative since its inception, and I have close familiarity with Verizon's performance metrics and business rules, as I helped develop them as the Covad representative in the Carrier-to-Carrier working groups.

3. My name is John Berard. My title is Director – ILEC Relations, Covad Communications. In that capacity, I handle relations with Verizon related to business and regulatory issues. I am based in Massachusetts. I am responsible for monitoring ILEC operational performance to ensure that Covad is receiving wholesale services and support in compliance with the interconnection contracts and applicable law. Prior to coming to Covad, I was employed by New England Telephone Company (Bell Atlantic - Massachusetts) for 14 years. I served many roles including: Planning Manager for Inter Office Facilities, Staff Director for

Outside Plant Engineering and Construction, and most recently just prior to leaving Bell Atlantic I was an Engineering Manager in the Massachusetts Facilities Management Center.

4. First, we want to reiterate facts as presented in the Declaration of Michael Clancy filed with Covad's initial comments in this proceeding. For November 2000, Verizon reports an adjusted I-code performance of 3.61%. In order to reach that figure, Verizon takes its actual performance, 8.65% and subtracts 21 of the 36 I-coded loops, leaving only 15 loops. Verizon subtracts 21 loops because it claims those are "acceptance testing" issues that should not be counted against Verizon.

5. Verizon provided Covad with a list of the order numbers it claimed were "acceptance testing" issues, so we were able to examine our work logs for a statistically significant number of those orders to determine exactly what happened with each order. Although Verizon's summary of its I-code modifications list a subtraction of 21 loops for November 2000, Verizon's itemized list contains 25 loops, not 21, so we are unsure as to whether Verizon subtracted 25 loops from its November 2000, or only 21. We attempted to analyze all 25 of those loops. We found that 4 of those loops had invalid serial numbers – meaning that the serial numbers that Verizon listed could not have been serial numbers provided by Covad employees. We know that because the serial numbers do not follow the format used by Covad to create serial numbers.

6. We believe our findings demonstrate that Verizon does not properly acceptance test loops, and more importantly that 8.65%, not 3.61%, is a more accurate portrayal of Verizon's poor loop performance for November 2000. In order to conduct our

anaylsis, we took the Covad order information provided by Verizon and examined our work log for each order we examined. We also examined the actual acceptance tests themselves – Covad archives those test results. We examined the test results both to provide the most accurate analysis of these orders as possible, and because Verizon itself asked us to analyze those test results and report our findings to them. As a result, we were able to see what the Covad technician saw on the date of the acceptance test.

7. We believe that Verizon did not properly exclude these loop orders from its repair and maintenance metrics, because they were actual defective loops, not Covad's fault. The results of our analysis are set out below.

8. Order number 762144. 11/2/00: Verizon tech Ilene called for acceptance test from DMARC. Tech performed pair change. 1st test failed for excessive metallic noise. 2nd test saw short. 3rd test failed for excessive unbalance and metalic noise Tech does not believe the CO has completed the change on their end. Tech will call back for further testing. The Covad service appointment for this order was canceled on Nov. 7, 2000 05:54:48. 11/8/00: open tt with Valencia at rcmc due to unbalance on line open tip and excessive ac volt above 1. Commit is for 11/9 by 5 pm. 11/10/00: SPKE TO KIENA AT RCMC SHE SAID ORDER WAS JEPPED SPOKE TO NET TECH ORDER IS BEING JEPPED DUE TO CABLING NO ETA. 11/17/00: Spoke with Net Tech, Tina. She reports that the order has been referred to Engineering. at this time there are no facilities available. She suggests that we call back next week for further updates. The log will be updated at that time. **Analysis:** Verizon called, and Covad told them the loop was bad. The Verizon tech went

closer to the CO and called back, got a good test. We scrubbed the order before dispatch and detected an unbalanced pair. Since we see less capacity on the ring, it is open on the ring side. Covad opened a ticket with Verizon, Verizon found a defective pair and it took them over a week to fix it. Verizon closed their maintenance ticket on 11/10 even though the pair was not repaired for another ten days. I suspect Verizon maintenance records do not reflect the entire duration. Verizon provisioning records reflect an on-time loop delivery, and Verizon proceeded to blame Covad for "inadequate" testing, although Verizon failed to deliver a loop or to adequately manage the performance of their technician. **Additional Analysis:** At the request of Verizon, I reviewed the actual test results. Verizon tried to turn this loop up to us on 11/02/2000 while it tested at 9300 feet and we saw their short. When the loop was tested on a batch basis on 11/09/00 at 12:06 AM, apparently because it was re-FOCed, the result was a loop testing at 13800 feet. Verizon delivered a loop that did not go to the end user on 11/02 – it was delivered only to a cross-box, about 4500 feet short of the customer's premises. On 11/09, the date of the batch test, the loop was still failing for longitudinal balance <50dB.

9. Order 732310. FOC for 10/25 on 10/25 Covad tested with Verizon tech Sean and saw a short on the test. Covad appointment followed on 10/31. Requires extensive inside wire and was rescheduled for 11/9. On 11/9 found the line was left at the side of the building and the NID is in the basement. Opened trouble ticket with Verizon. On 11/13 joint tested the maintenance ticket and saw short. Loop came up on 11/13 after Verizon attached to the NID. **Analysis:** Acceptance test was good but

Verizon Technician was not at the proper demarc. **Additional Analysis:** At Verizon's request I reviewed the Loop test history. On 10/25 the loop length was 11800 feet and a S/C was detected when applied. After the S/C was applied and the loop closed through it tested at 12500 feet and the short was gone. On 11/9 when the FST saw no tone, the loop length was 8890 feet. This is an indication that the aerial pair was used by another technician, between the time it was tested OK and the time we tried to provision. On 11/13, when the problem was resolved the loop tested at 12500 feet. This was indeed a problem caused by Verizon because they did not tag our loop in the appearances they connected it. Notably, this order apparently had subsequent trouble. On December 28, it is tested again at 8910 feet apparently due to a trouble ticket. On January 2, 2001 it is still testing at the short length 8870 feet. On 2/15 I tried to test the loop but received a message that the loop was up and no test was necessary. This indicates the loop was not working from 12/28/2000 until 01/02/2001 at minimum (could not access our Trouble Ticket application) and the loop was "stolen" twice.

10. Order 770302. FOC for 11/3 on 11/3 tested with Verizon tech Tony #814. Loop 14,100 ft. saw Short from Tony. 11/9 Covad appointment - Loop was delivered to wrong floor. Left on floor 1 and NID is on floor 3. TT #CLO48893 opened to correct condition. 11/13 verified on acceptance test see Short from Verizon tech Eric #832. 11/16 reschedule Covad appointment. 11/17 rescheduled at customer request. 11/17 service is up. **Analysis:** Verizon initially delivered to the wrong floor. acceptance tested OK but again rely upon Verizon to be at the correct demarc. **Additional Analysis:** At Verizon's request, I analyzed the actual test

results. The tests indicate a change in loop length commensurate with a change in floor.

11. Order 654930. FOC 11/2 on 11/1 Verizon tech Ian tested and see short made Covad appointment for 11/09. On 11/9 Covad FST is at NID and cannot see short from him. Test continuity to DSLAM. Open TT with Verizon . 11/13 Verizon tech Kevin see short and good loop. Tech says the protector was not properly wired. Covad rescheduled for 11/20. Install OK Covad FST Mike. **Analysis:** First tech tested with us and then closed through the NID. The protector in the NID was somehow wired incorrectly. **Additional Analysis:** Upon request from Verizon, I reviewed the initial and final tests. There is no material difference in these tests. The fact is that the 11/9 tests resulted in an inability to detect a short, which resulted from the miswired protector. This miswiring could have been detected, and should have been detected on the initial visit by Verizon, had their technician been after the NID, rather than in front of the NID. The original test, just before the short was applied, was a test to 6200 feet. After the short was applied, the test was to 6320 feet, and after the NID was repaired the test was to 6330 feet. This indicates the first tech probably called for acceptance from the serving terminal, rather than the NID. Of course this could only be known after the loop is in service.

12. Order 804310. FOC 11/21 on 11/21 Verizon tech Alex sees short. Alex identifies NID position 5 in Basement tagged. 11/28 Covad install scheduled. On 11/22 the order is scrubbed and a TT is opened to Verizon to remove the 1/2 Ringer. Covad install cancelled. TT CLO 51009 opened in GUI. TT closed on 11/24. 11/27 ran a good test. 11/28 Covad tech Jason finds tone at the NID but there is no tag.

Analysis: The 1/2 ringer is in the NID. Verizon tech sent to NID on TT takes the tag off. What does this do? Makes it harder for Covad tech that follows. When acceptance test is made it was made in front of the 1/2 ringer. **Additional Analysis:** Verizon requested that Covad review the actual tests. During the acceptance test the high capacitance associated with the 1/2 ringer does not appear in any test record. It is detected on a scrubbing test prior to dispatch. This indicates the Verizon Tech was testing before the NID at 11,100 feet. When the service is repaired and retested, it tests at 11,200 feet, indicating it has the drop wire on the circuit.

13. Order 663643. FOC 9/26 On 9/26 @ 12:48 test with Verizon tech Tim failed for a open in. 2:01 PM Tim called back and still open in. Note wrong pair in GUI. 9/27 Covad calls CLPC finds order is completed and has a confirmation number (the serial number Verizon has on record is not legitimate) on 9/26. Even though Verizon tech was informed about the pair discrepancy the order is completed by Verizon. Still tests Open In. On 9/29 given new completion date of 10/9 by Verizon. On 1/6 Verizon reports existence of busy port condition to Covad. 10/30 Verizon reports completion of order to wrong pair. 11/7 Covad install scheduled for 11/10. On 11/10 find no ILEC tag at the NID and no continuity on the circuit. Open TT CLO48998 with Verizon to tag and locate demarc. 11/13 TT is closed. 11/14 Covad rescheduled for 11/16. **Analysis:** At Verizon's request I reviewed the actual tests to determine if this was a valid I-Code. On November 7, 2000 the loop test passed to 8830 feet. Expected loop length of 3355 feet. On November 11, 2000, after the trouble ticket is opened it extends to 9280 feet, and a short is seen from a test with the Verizon tech. Notes indicate it is demarc in basement at end users address.

14. Order 665951. FOC 10/02 on 10/02 Verizon calls to report they will complete install. On 10/03 Verizon cannot complete due to unsafe working conditions. On 10/16 order is scrubbed and 1/2 ringer is found. On 10/20 CLPC reports delivery is incomplete because tech needed a bucket truck. 10/24 CLPC no new date scheduled for install told to supp for a new FOC. New FOC is 11/03. On 11/06 call for test and accept demarced at left side of house. Covad scheduled for 11/15. 11/13 order scrubbed. Hard short found on line. 11/15 TT CLO 49754. 11/16 Verizon tech Andy #707 closed ticket found a defective NI. Test good at 8560 feet. Covad rescheduled for 11/22. On 11/22 Covad FST Chris finds no tag at NID on right side of house. Wires inside and leaves a Covad tag at NID on right side of house. 12/22 Verizon informs that we need a new PON to move to the right side of the house. New FOC of 1/3. On 1/4 Verizon tech Ray #712 test to a short demarc is at NID on left side of house. Covad rescheduled for 1/9 and gets service working. **Analysis:** At Verizon's request I reviewed the actual test results. On 10/02 test 11000 feet on a loop expected to be 6027 feet. On 11/06 when called for acceptance the loop is at 7900 feet. On the FOC date it had a high capacity reading that indicated electronics on the loop. On 11/06 a short is tested, verifying the loop from where it was tested. After the short the loop tests at 8580 feet, indicating some cut through to the inside wire. On 11/09 the loop tests with a dead short and a trouble ticket is called in. Same test on 11/15 and then again on 11/16 until the tech calls in and the short is cleared. On January 4, the loop test good and short is seen. Loop test at 8570 feet.

15. Order 787512. FOC 11/16 on 11/17 there is no demarc info (no acceptance test) but the loop tests good. We make the Covad appointment for 11/20. On 11/20 we learn that

Verizon is holding the order because the pairs are defective. On 11/20 a Verizon tech, Eric, calls for test we see his short. Covad reschedules for 11/27. On 11/27 can't get service up TAC tests foreign voltage opens TT CLO51672. 11/30 Verizon clears defect. Covad rescheduled for 12/6 and service comes up. **Analysis:** We looked to dispatch without an acceptance test. We did get an acceptance test after we called Verizon. After tech closes through pairs we see voltage. **Additional Analysis:** At Verizon request I reviewed the actual test results. The initial Batch test (11/16) shows a loop length of 2860 feet on a loop expected at 6640 feet. On November 20, we test a short to the Verizon tech. After that test the loop is still only 2860 feet. On November 21, the loop now tests at 5490 feet with a 2.38% unbalance. On 11/26 the loop is tested prior to dispatch and reveals a more significant unbalance at 3.11% and appears to be grounded on both sides, with some foreign DC voltage. On 11/27 the tests indicate higher differences in potential on both sides. The trouble persists until a retest on 12/4 reveals the loop is clear at 6440 feet.

16. Order 775941. FOC 11/14 on 11/14 worked with Verizon tech Kevin but could not get a valid test. Gave confirm because could not test. OSS restored and test short loop opened trouble ticket for no continuity no short seen. On 11/16 test good with Verizon tech Brandon see short demarc at rear of building. **Analysis:** The loop Tested OK at 5920 feet once as a Batch Test and once as a GUI on 11/14 and 11/15. On 11/16 see short, loop measured 5910 feet after test. On 11/19 test 6030 feet.

17. Order 743345. FOC 10/27 on 10/27 Verizon tech Chris called for test but could not access FRMNMAUN. Covad scheduled for 11/7. On 11/3 the order is scrubbed and moved to Resolve Loop Issue because it doesn't have requisite info like demarc. Covad

appointment cancelled. Open TT CLO 48134 for no continuity. 11/7 Verizon tech 807 tests good see short. Multiple reschedules until 11/17 and loop is up. **Analysis:** Tests indicate a good loop test on 11/7. See Batch test on 10/27 @ 10200 feet. On 10/30 two GUI tests generate the same result. On 11/7 length is the same.

18. Order 775970. FOC 11/16 no notations in log of acceptance test. Verizon data shows acceptance test on 11/16 and have legitimate number with initials LY. On 11/20 Covad install fails due to no tag and no continuity. Cannot see short Tech does not get tone. Opened TT CLO 50569. On 11/21 Verizon tech Chris #806 see his short and he gets tone. Notes demarc information. Covad service working on 11/22. **Analysis:** Verizon completes loop on trouble ticket. On 11/16 there is a test at 6460 feet and short OK. There was an acceptance test and it was not documented by Covad.

19. Order 746525. FOC 10/26 Tested with Verizon Tech Kevin #492 and saw short on line. Demarc rear of building and tagged. On 10/27 Covad completed this order. **Analysis:** On 10/30, after completion, there was a trouble report on this loop. The test indicates a high noise reading at 29.9 Dbrnc. On 11/7 the high noise is gone, so Verizon fixed something. On 11/20 there is another test, indicating another trouble report. The high noise is back. On 11/21 there is indication of a test to a short and the noise is gone. Documentation should be in our Trouble Ticket application.

20. Order 683158. FOC 10/04 Verizon tech Matt called in a no access. FOC 10/16 Verizon called on 10/17 to notify they missed the appointment. 10/18 test an open in New FOC 10/25 CLPC says the order is complete and give Covad demarc. Get a good loop test (not cooperative). Schedule Covad for 11/2. 11/2 Covad tech Rob gets no tone at the demarc 11/6 open TT CLO 48162 Verizon has good serial number from Devon. 11/7

test with Verizon tech Teller and get a good test. Reschedule Covad 11/30. 11/30 Covad FST could not find ILEC tag (we had an RJ21 location in the log) Terry is the FST. 12/5 open TT CLO52958. 12/5 NO ACCESS. on 12/7 we Covad processes a disconnect because this is Telesurfer and has two trouble tickets. **Analysis:** There is no test for Short. There was no Acceptance test. Verizon completed this order without an acceptance test. On 10/16 and again on 10/18 there are tests indicating open ins. The order was due and was not wired. On 10/25 there is a test at 9060 feet. On 11/2 the loop tests at 9040 feet. No test with a short so there is no continuity to the end user premise on the loop. There are several tests subsequent to this. Verizon's missed appointment and subsequent lack of acceptance testing resulted in the delivery of a loop that did not reach the end user and increased Covad's costs to the point that Covad's business rules required cancellation of the order.

21. Order 721862. FOC 10/18 Covad scheduled for 10/28 Cancelled on 10/24. On 10/24 Covad tested with Verizon tech John and saw short. On 10/27 need to remove ringer 10/30 open TT CLO46823. 10/30 test with Andy #701 @ demarc. Andy remove capacitor on line. Covad rescheduled 11/08 and OK. **Analysis:** The first Verizon tech was on the network side of the NID. Verizon must test at the demarc which is beyond the NID toward the premise. The device that was removed was in the NID. **Additional Analysis:** The tests vary from 8540 feet to 11000 feet. The test on 10/30, that ultimately results in a good loop tests at 8680 feet. The worklog indicates differences in NID location and testing. The tests indicate an addition of 140 feet of cable.

22. Order 754121. Expecting 12565 feet. On 11/01 T&A demarc 2nd FLR Phone Room NI position 20 tagged test 13700 feet. Scheduled Covad for 11/10. On 11/7 need a

TT to remove a 1/2 ringer. TT CLO 48897 opened 11/10, closed 11/10. Covad rescheduled for 11/21. 11/11 spoke with Kim Verizon tech and accepted loop. 11/21 need TT for unbalanced loop, no continuity. 11/22 TT for dispatch out CLO 50914 commit date 11/27. On 11/24 Kevin Verizon tech changed pair demarc is back of stock room in Power Room at RJ21X position and tagged. Covad rescheduled 12/01 and loop is up on 12/01. **Analysis:** Verizon delivered a bad loop. The loop test was good so we accepted it. Verizon was testing someplace other than at the output of the NID. **Additional Analysis:** On 11/01 all tests are good including the Short. Loop is clear and balanced at 13700 feet. On 11/05 Covad's pre-dispatch test reveals additional capacity on the loop and it looks like 16000 feet the loop also has an A/C signature that looks like a 1/2 ringer. The first Verizon tech performed the acceptance test at a point other than that which is required and then closed the loop through to the NID, revealing a defect.

23. Order 754156. 10/31/00, DSUMMERS1 No Internal I tested with Scott/Verizon #510 at the dmarc. 1st test Passed, 2nd test Saw Short, 3rd test Passed. Dmarc information basement of 444 washington street rj21x #25 tagged. Comfirmation #. Loop length 8,370 . **Length:** 8370 ft. 11/09/00, IACEVEDO Yes FST Ernest. FST sent tone though IVR and was not able to find the loop. Loop test shows 6950 ft. FST says that there's no RJ at the dmarc. Loop not delivered. We're opening a t/t with the ILEC. **Length:** 6930 ft. 11/10/00, SHAYES1 No opened TT CL048885 in VErizon GUI.No continuity, tag and locate dmarc ,co op testing. commit 11/13/00 by 5 pm. HWILLIAM2 No TT Closed Verizon-Tom-458. Harris test passed, short detected, TT closed with confirmed Dmarc info. Loop sent to initiate install.

Hwilliam ext. 2303. 11/21/00, MEBNER Yes Covad technician Ernest called from NID with no sync. Loop test shows 6930 feet open and clean, short test was done but not seen, tone was sent an found load and clear on both sides of pair. Technician twisted the pair together but still no short was seen. There appears to be a problem with the 66 block that the pair is hooked up to. DSLAM port is unlocked. ILEC trouble ticket is needed for loop delivered with no continuity and a MPOE meet is recommended. 11/29/00, SHAYES1 No opened Trouble ticket CL051815 fo dispatch out no continuity, tag locate dmarc, possible problem in the 66 block . opened in Verizon GUI. Commit 113000 by 5pm. AM TKING No Paul -506 called test the loop. The test passed and I saw the short. I gave a conformation of 707406tk. The new bp is bp 23. I'm moving this order to install. Tk **Length:** 6970 ft. 11/30/00, LGAUDETT Yes Covad technician, Mike, 10421 is calling to report: Covad install is complete. Service is up and running. Successful ping by surfing the net. Router was installed. Basic inside wiring services were provided. This was billable wiring and took 60 minutes. Technician completed, and client signed the Inside Wiring Authorization Form. (Agent ID=80164)

Analysis: The first acceptance test on 10/31/00 measured over 8000 feet, when Covad Tech went out for install on 11/09/00 the loop was measuring 6900 feet and there was no continuity to the NID and no TAG @ the NID. Covad opened 2 more tickets before loop was good to the NID. VZ must prove continuity to the NID.

24. Order 724245. 11/3/00, JEALLEN No I tested with Greg at the dmarc. 1st test Passed, 2nd test Short was not seen, 3rd test Passed. Tech is going to troubleshoot and call back for further testing. JEALLEN Yes Dear Valued Customer Verizon technician called for

test and acceptance. However, the test failed for no continuity. The Verizon technician is troubleshooting further and will call back to retest when issue is resolved. If a call back is not received within 24 hours we will contact Verizon and update the log accordingly. Covad Service Delivery. JEALLEN No Verizon tech John called to report a no access. I called the end user and received no answer. Confirmation# 984447JA was given. 11/6/00, BHENSEN Yes Verizon is reporting the circuit is incomplete in the central office. Verizon is actively working on the central office failure. Verizon Frame Technicians have been notified to address the failure. Verizon has committed to resolve the central office failure within 5 business days. Thank You, ILEC Report Team Covad Communications-Load Resource. 11/7/00, JJACOBS No RCMC called and said this order was complete 11/6/00. I ran a test passed. However a TT needs to be opened to prove Continuity. See Dmarc in notes. 11/10/00, CYABAR Loop Test Open ILEC TT Yes A trouble ticket has been opened with our vendor on November, 10 2000 07:56:36. Additional information will be provided by our vendor no later than 2000-11-13 10:56:11.0. We will provide additional information as it becomes available. 11/10/00, EJAMISON No verizon tech called for coop testing Loop test is passing Saw short Tech gave me updated dmarc info, (he had to change binding posts) This order is ready for covad install scheduling. **Analysis:** Verizon Tech called for Acceptance Test on Nov 3rd and loop failed for no continuity. Tech stated he would call back after fixing loop. Tech called back 3 minutes later and reported No Access. He therefore must not have been testing from the NID if he then had a No Access 3 minutes later. VZ then reported CO problem to Covad on Nov 6th. Then VZ reported loop complete on Nov 7th,

however we had no record of continuity so a TT was opened. VZ Tech was dispatched on Nov 10th and loop passed. VZ must prove continuity to the NID.

25. Order 741637. 11/1/00, EJAMISON No Tech#L07 called for coop testing Loop test passed Saw short Accepted loop and noted dmarc. 11/7/00, SBROMLEY Yes Arrival time is 08:10. Departure time is 10:00. A duration of 110 minutes. Mileage is 4. Covad install is complete. Service is up and running. Basic inside wiring services were provided. This was non-billable wiring and took 10 minutes. Router was installed. Technician took 20 minutes to install the NIC card. Successful ping test by surfing the Web using WINPOET. Rimas has Windows Millennium and he will download the drivers himself. (Agent ID=80336). 11/9/00, jmassie: Closing Dispatch Task TT227799-1 Cause: ILEC Loop Disposition: Open ILEC Trouble Ticket Technician: Chris Rudnitski Actual Start Time: 11/09/2000 12:20 Actual Stop Time: 11/09/2000 13:00 Travel Time: 30 minutes. Covad FST Chris called in for coop. He ran an IVR loop test which failed for moderate short to gnd. I ran a loop test and saw 1.87% unbalance with an open at the NID. I had Chris short tip to ring and ran a loop test. The unbalance increased from 1.87% to 3.87%. I had Chris short ring to gnd and did not see the ground. I had Chris short tip to gnd and saw the ground. The loop is open on ring side most likely at the drop pole. We need to open an ILEC TT for intermittent open at approximately the pole. 11/13/00, sbawl: Verizon tech Scott # L06 called from the dmarc for co-op testing. Tech repaired open in the F2 cable. Loop is testing clean to the dmarc. The short was placed and seen. When plugged. The router signatures are seen but there is some resistance on the line when plugged. The loop is currently down and unable to detect cv or far cv errors. Sending to L2 for FTS. Thank you. **Analysis:** Loop

was installed on Nov 1st and passed acceptance test. Covad install was completed Nov 7th. However, service went down on 11/9/00 and TT was opened with VZ. On Monday, 11/13 the VZ tech determined that the F2 cable was open and repaired open loop. Most likely due to VZ hands in the plant.

26. Order 779041. 11/8/00, DANDREW No I tested with John-good loop-saw short-move to install-accepted. 11/22/00, SLEBLANC Yes Covad Technician Ernest 10861 is calling to report: Covad install is complete. Service is not up due to loop delivered: no continuity. Technician could not sync the router at the NID. TAC was contacted and a Harris test revealed that there was an inbalance on the line. Tone was sent and was received. Short was put on the line and not seen. Technician will be calling the ISP. Router was installed. No inside wiring was required. We need to open a trouble ticket with Bell Atlantic North. (Agent ID=81223). 11/2/00, CYABAR No ba tech Paul called we resolved no continuity issue first test passed 2nd saw short 3rd passed Covad install is complete spke to UUNET rep James he could ping end user this order is an admin clsed. He will contact end uer to verify if up and running and call me back. Test: Fail due to Excessive capacitance T-R (over 0.35 uF). 12/8/00, jparker: Department changed from TAC to ILEC Repair Assignee changed from Further Troubleshooting to TAC ILEC Verizon (BA) Status changed from OPEN-Pending Customer Action to ASSIGNED Renato/ISP called for co-op testing. The plugged and unplugged loop tests show an open out at 12,200 ft. Possibly at the b-box.EU avail M-F 9-5. 12/11/00, mahmed: Called to get status on this TT and spoke with Tisha at VZ. She said that tech went out on 12/09/2000 and reported the problem is with CPE. He tried to call us but got voice mail. He closed this TT. Ran loop test and still this loop is down and we are

getting resistance on DC side T-R and R-G. I opened another TT and gave access as M-F 9-5. Commit 12/12/2000 by 17:00 Hrs. I also requested co op testing. 12/11/00, sbawl: Verizon tech Tom called for co-op testing from the dmarc. After running a series of test we have determine that there is a bad splice on the line.. The tech is now checking for available spairs and will call back for FTS. Thank you. 12/11/00, mkrzizik: I received a call from Tommy who stated that he found a loose connection on the pole. He is calling to test and prove that this is a good pair. open: clean loop open ring length 9.13Kft short: I saw his short. Tommy will call back for further testing. 112/11/00, khulse: Tom/VZ called in to coop test. he had found a new pair and wanted to test that pair. The open LT showed a clean loop and I could see the short. W/ the IW tied down saw router signature. Reassigned to L2 to verf the EU is up and running. **Analysis:** On Nov 8th Loop passed and was accepted, on Nov 22 Covad Tech dispatched to find no continuity. TT opened with VZ on Nov 27th and on Nov 27th VZ Tech called for acceptance testing and loop passed and it appeared that customer was up and running. (Router was pinged). On Dec 8th Co-op testing with ISP showed that loop was open 12,200 feet. Another VZ TT opened and on Dec 11th a bad splice was found in the loop and Tech had to swap to a new copper pair. Multiple dispatches were required by both VZ and Covad due to bad splice on the initial copper pair delivered by VZ.

27. Order 783990. 11/17/00, JONEIL No BIll called from Verizon for testing. We have an open in. Loop not accepted. RESULT: FAILED - Open in Length: 913 ft Noise to Ground: 58.900 Unbalance: 0 % Metallic Noise: 5.45 Capacitance: 0.006 uF Noise Balance: Load Coils: No Termination Type: OPEN Electronics: No IDSL: No Install

Tone: No Result Summary: OPEN IN Dispatch: MDF (No Bell Seen) DC AC KOHMS VOLTS KOHMS VOLTS T-R: 9999 0 9999 0 T-G: 9999 0 9999 0 R-G: 9999 0 9999 0. 11/20/00, CFISCHER1 No dmarc - april - clpc - ba - rear wall of customer prem - tagged Called to inquire about order - said it was wired up in co now- ran test - looked good - confirmation # 783990 cf given. 1/22/00, RPREISSL Yes FST Clinton called to check for continuity at the NID. Loop test passed but short wasn't seen. Loop delivered no continuity. ILEC tt is needed for this order. 11/22/00, FRACE No I called RCMC, spoke with Gwen-RCMC and opened TT # CL051042 for dispatch out/tag & locate with co-op testing, commit Friday, November 24 by 8 PM. (Fred). 11/24/00, EHARRIS No received a call from tech pat to close out tt 1st test passed 2nd test short was not seen tech stated he shows covad pair as 992 per eagle is shows 922 we are contacting the frame at 617-534-1910 verifying pair discrepancy per frame tech our pairs 922 is correct now we're are calling the other side to open a tt to change pairs this took 46 minutes to complete. EHARRIS No received a call from tech pat requesting retesting 1st test shows loop out of balance at 11.9 2nd test short was seen 3rd test passed 4th test passed order ready for install. confirmation given as 100-678-506. **Analysis:** No Co-op test was able to be performed because VZ had not completed CO work on FOC date. Covad tested with VZ Dispatch Center (no Tech at the NID) and accepted loop. However, after Covad dispatch it was determined that loop was worked wrong in the CO and a TT had to be opened to fix loop. When VZ does not complete the entire loop on FOC date and enable co-op test from the NID both VZ and Covad experience re-work and delays in providing service.

28. Order 772208 (cancelled why?). 11/15/00, 06:14:48 AM LVANDIVE Yes Verizon has confirmed a delivery date of November 24, 2000. If your telephone NID is inside of your premises, please arrange for someone over the age of 18 to allow the phone company technician access on that date. Covad Service Delivery. 11/22/00, JONEIL Yes Our vendor's technician called for test and acceptance. However, the test failed for, an open in. The vendor's technician is troubleshooting further and will call back to retest when the an open in are resolved. If a call back is not received within 24 hours we will contact vendor's and update the log accordingly. Covad Service Delivery. 11/27/00, LSPELLMA No Per Mary at RC3 this order was completed on 11/24/00. Dmarc information in the notes. 11/29/00, SHAYES1 No Ran loop test failed for open in CO. opened tt CL051973 in GUI , dispatch in , for open in CO , coop test required. commit 113000. 11/29/00, JOHNSMIT No received call from ver tech david (530) did co-op testing from co and lt failed for open in didn' t see short on the line. he said that he will call back and was disconnected before i could send tone. 11/29/00, BOSERVER Loop Test Run Loop Test Yes Trouble Ticket was closed on November, 29 2000 09:04:26. 12/4/00, FRACE No My current loop test shows passing at 6310 feet, but balance is at 2.33%. Tech on 11/29 was supposed to call back after not hearing tone or seeing short. I spoke with Linda-RCMC who reports that CO tech did call on 11/29 to test with Covad, but were not seeing a short. They went to troubleshoot when they couldn't see the short, but did not call back. They fixed a bad wire on the 3rd floor at the CO (this is all that was in their notes.) LT passing, but showing unbalance. I opened TT # CL052820 with Gina-RCMC for dispatch out/unbalance, co-op testing requested, commit Tuesday, December 5 by 6 PM. (Cable/Pair: BT02H~00106) (Fred). 12/4/00, CATURNER Yes

Verizon has informed us that they were unable to repair the loop on the trouble ticket commit date due to no access. We are working with Verizon to obtain a new trouble ticket commit date and will update the log within 2 business days. Covad Service Delivery. 12/5/00, CYABAR No Spoke to Kathy at rcmc she said tt was closed due to no access open new tt #CL052927 for unbalance co-op at dmarc commit date is for 12/06/00 between the hours of 4-9 open tt in gui. 12/6/00, CHROBINS No Spoke with Ms. Wright from Rcmc with out side tech john to coop test . John is no longer at the demarc so ms wright stated thatthis trouble ticket would have to be redispatch outy for co op testing. 12/6/00, KEJOHNSO No Cary called to test on trouble ticket. He removed circuit from NID. Unbalance is now 4%. He is jepping this order to cable crew to clear unbalance on line. 12/6/00, CYABAR No Spoke to Jeff net tech he gave me a new trouble ticket at no charge there was a cable issue which is being resolved new commit date is for 12/08/00 tt#CL053591. 12/7/00, TKING No Joe-tech calld from the center on the tt. the test showed good and I asked him to goto the dmarc and give us a short. Tk. 12/7/00, TKING No Joe-tech called from the dmar to test. !st test looked good. 2nd test no short seen 3rd tone was not heard. Co tech were not there. He will call back tomorrow to test. We verified customers information. Tk. 12/8/00, CYABAR No Spoke to Mrs Wright she said this tt was pre assighned for today to resolve loop issue. 12/11/00, SNOOR Yes Through testing with Verizon we have discovered that there are no qualified facilities available to support Telesurfer Pro ADSL service, due to excessive capacitance. As a result, this order will be cancelled. However, if DSL service is still desired, a new order for TeleSpeed 144 can be submitted. We are sorry for the inconvenience. Covad Service Delivery. **Analysis:** The CO work was not done on FOC

11/22, Tech never called back to test on FOC. This order then required 4 Trouble Tickets to be opened with co-op testing occurring on only one of the tickets and that test failed. Finally on Dec 11th VZ informed Covad that there was no qualified copper facilities available.

29. Order 735967. 10/24/00, 10:15:59 AM TMANGIN No I tested with Bill at the dmarc. 1st test Passed, 2nd test Saw Short, 3rd test Passed. Dmarc information in notes. Comfirmation #735967. Loop length 7910ft. 10/31/00, DGERVAI Yes Covad install is complete, service is up and running. This order was done October 27, 2000. A successful ping was verified by surfing the net. PPPOE was installed and it took 15 minutes. Basic inside wiring services were provided. This was billable and took 90 minutes. Technician completed and client signed the Inside Wiring Authorization Form. Basic inside wiring services were provided. This was non billable and took 25 minutes. A router was installed. (Agent ID=80210). 11/18/00 - bbonsobr: Department changed from TAC to ILEC Repair Assignee changed from Further Troubleshooting to TAC ILEC Verizon (BA) Status changed from NEW to ASSIGNED Nick ISP called to co-op test with the EU. Both plugged and unplugged loop tests show an open at 4700ft, well before the DMARC. Assigning to ILEC repair, DAMRC is accessible. 11/20/00 - mdawson:

Department changed from ILEC Repair to TAC Assignee changed from TAC ILEC Verizon (BA) to Further Troubleshooting Status changed from OPEN-Pending Vendor Fix to CLOSED-Pending Customer Verify VZ tech Jane calling back from the demark. Ran and open and short and can see both. Tech says there was an open at the cross box. Show the loop up in the dslam. Tech had the eu check to see if could get on line and she

can..Need isp to verify and close. **Analysis**: Loop installed 10/31/00, Pair stolen at the cross-box 11/18/00. Repaired 11/20/00.

30. Order 695595 (bogus serial #). 10/13/00, MHOLIDAY No Paul 802 called for acceptance test DMARC: rj11c tagged laundry room ground floor 1st test clean 2nd test short was seen 3rd test clean accepting loop moving to install. 10/20/00, DROSAS Yes Covad tech Jose called for loop testing. The loop test failed at the NID due to no continuity. ILEC trouble ticket is needed. I reported the install as loop delivered, no continuity. 10/20/00, JDESPATI Yes Covad install is complete. Service is up and running. Basic inside wiring services were provided. This was billable wiring and took 60 minutes. Technician completed, and the client signed the Inside Wiring Authorization Form. Successful ping by surfing the Net. Router was installed. Technician took 20 minutes to install a NIC and 5 minutes to install the PPPOE. Arrival time on site at 08:00 and departure at 11:00 for a duration of 180 minutes. Mileage reported of miles. "Unable to enter status in Client Ordering, order has been sent to Task Team for assistance." (Agent ID=80018). 10/30/00, MMANCHUL Yes ISP (Steven) called for assistance with a trouble ticket for this order. I will transfer him to TAC, at his request. (Agent ID=80097) AWI Blank due to closed status. 11/4/00, iacevedo: Closing Dispatch Task TT221745-2 Cause: ILEC Loop Disposition: Open ILEC Trouble Ticket Technician: Ernest Greenwood III Actual Start Time: 11/04/2000 08:00 Actual Stop Time: 11/04/2000 08:25 Travel Time: 80 minutes FST Ernest. Cannot find circuit. Was not able to receive tone though IVR. I gave FST ILEC circuit ID and sent tone. FST didn't get the tone at the NID. Port is not locked. Loop status is down. FST didn't get tone. This is LOOP DELVIVERED NO CONTINUTITY. Start

time 8:00 to 8:25. Travel time 80 min. 11/7/00, dsaunder: ALEX CALLED FROM THE CROSS BOX. HE FOUND THAT THE F2 PAIR WAS STOLEN. HE REASSIGNED THE PAIR AND IS GOING TO THE DMARC, AND WILL CALL BACK. 11/7/00, larguell: Department changed from ILEC Repair to TAC Assignee changed from TAC ILEC Verizon (BA) to Further Troubleshooting Status changed from OPEN-Pending Vendor Fix to ASSIGNED Alex Vorizon called to co-op test @ the DMARC the open looked good, saw the short and IW adds 2,000 ft. **Analysis:** On Oct 20th loop was up and running. Subsequently service went down on Oct 30th. Service was out for a week until it was discovered the a VZ Tech had stolen the F-2 pair. Service was fixed on Nov 7th. VZ field Techs are not following their own procedures and are taking Covad working pairs to use for other customers... here is a perfect example.

31. Order 690472. 10/10/00, BPASCUCCI No Dan (820) with verizon called in to coop test this line. Loop passed, saw short. Final test passed. Loop accepted as good. Lenght : 14300 Dmarc : Left side of house, White protector, Pos 1. Tagged. 10.10.00. 10/16/00, RECHEVER Yes Covad install is not complete. Service is not up due to Extensive inside wiring required. This is required because the wiring is bad. The client did not authorize the technician to run the cable. The client will run the cable himself. Technician did not contact the ISP. Router was installed. No inside wiring was provided. (Agent ID=80140). 10/30/00, PBELLAIRE Yes Covad install complete. Service not up due to loop delivered: no continuity. Technician could not sync the router at the NID. TAC was not consulted. Technician ran an IVR test. Results tone was sent and not received at the NID. We need to open a trouble ticket with the ILEC,

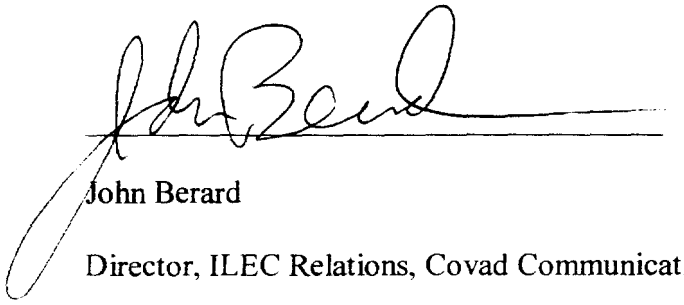
Verizon. Technician will call the ISP. Router was installed. No inside wiring was required. (Agent ID=80013). 10/31/00, EHALLOWA No I opened tt#CL047138 with Darcelle at rcmc for no continuity, dispatch out, co-op testing required. She gave a commit of tomorrow, 11/1, by 5pm. 11/1/00, FPRADIER No Verizon technician Brian called in for an acceptance test on a trouble ticket today 11/01/00. Ran loop test with short, short was seen. The problem was caused by a stolen F2 cable. Brian says that he put one in and what happens in these cases is that another phone technician in the field will run into a problem with a neighboring house, check for dialtone on one of our loops, and if none is heard (which is the case of DSL loops) they will take from one location to fix another location, and throw the house wires in the woods (if they are really lazy). Replaced F2 cable, and loop is good now to the dmarc (same location). Ready for install. Loop Passed, Test #3 Wed Nov 01 09:11:39 EST 2000 RESULT: PASSED Length: 14400 ft. **Analysis**: Original Loop was installed on Oct 10th, however when Covad tech went to install on Oct 30th (after End user completed their own inside wiring) there was no loop continuity. Covad opened TT and it was discovered that a VZ Tech had stolen the F2 pair. Again using the pair assigned to Covad to serve another customer.

32. Order 621688. 10/4/00, MRIANDA Yes Loop is good from VZ tech Hugh. Loop length is 8470 ft. I can see short. Loop passed. Deamrc - right side of house NID position 4 , tagged. 1:00 pm mst 10/4/00 mrianda. 10/18/00, MBOURGET Yes Covad install is complete. Service is up and running. Technician had a successful ping by surfing the net. Router was installed. Basic inside wiring services were provided. This was non-billable wiring and took 20 minutes. (Agent ID=80006). 11/2/00, fculbrea:

Looptest is showing an open in the CO. Need to dispatch ILEC to reair open. 11/3/00, mahmed: Called to get status on this TT and spoke with Matt Net Tech who said that this TT was completed last night at 23:23 Hrs. When we opened this TT we also requested co op testing. Ran loop test and still have an open in. Matt conferenced with CO tech who saw an open at the frame which he rewired it. This loop is up and running. Please check with EU and close this TT. Thanks. **Analysis**: Service was up and running on 10/18/00. On Nov 2 the loop was removed from the Frame in the VZ Central Office. Our Test showed loop length changed from 8470 ft to 397 ft. Covad opened TT and requested co-op test on Nov 2. Order was closed with no Co-op Test and Covad had to call back and have VZ fix the loop at the frame while we stayed on the phone.

I hereby swear that the foregoing information is correct to the best of my knowledge and information.

Executed on February 28, 2001

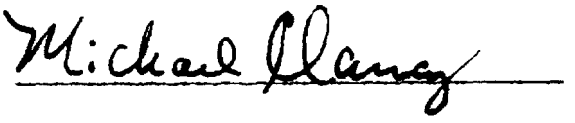


John Berard

Director, ILEC Relations, Covad Communications Company

I hereby swear that the foregoing information is correct to the best of my knowledge and information.

Executed on February 28, 2001



Michael Clancy

Director – ILEC Relations, Covad Communications Company